FOODWEB
User guide

This document describes the procedure to follow as an operator to obtain access to your data in the different FASFC applications, via our FOODWEB portal.

HOW TO QUICKLY FIND THE INFORMATION YOU NEED IN THIS MANUAL

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1. General information - Profile

As with all Internet applications that enable you to consult and/or modify personal data in a safe way, you will also need to create a FASFC "profile". This means you can always log in safely and efficiently to the Agency's different applications for all the operators you manage.

You can log in to the www.foodweb.be portal in two different ways:
- via ITSME/eID
- via your user name and a password of your choice

2. What do you need to do?

Do you not yet have a Foodweb profile?

Please note! There is a difference between a "Company" profile and an "Establishment unit" profile.

- The "Company" profile allows you to view, change and/or download all data from the company and the associated units of establishment.
- The "Establishment unit" profile only allows you to view, change and/or download data for the establishment unit concerned.

You can only create a profile if your company or establishment unit is known to the FASFC. You can check this on the public Foodweb site (FASFC - Foodweb).

- The company is not known to the FASFC: in this case, you should contact your Local Control Unit **(LCU)**.

- The company is known to the FASFC: in this case, follow steps 1 to 3 below.

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Step 1: Request "temporary access codes"

- Go to www.foodweb.be/portal.
- Click on "Login" or "Login - My Foodweb".
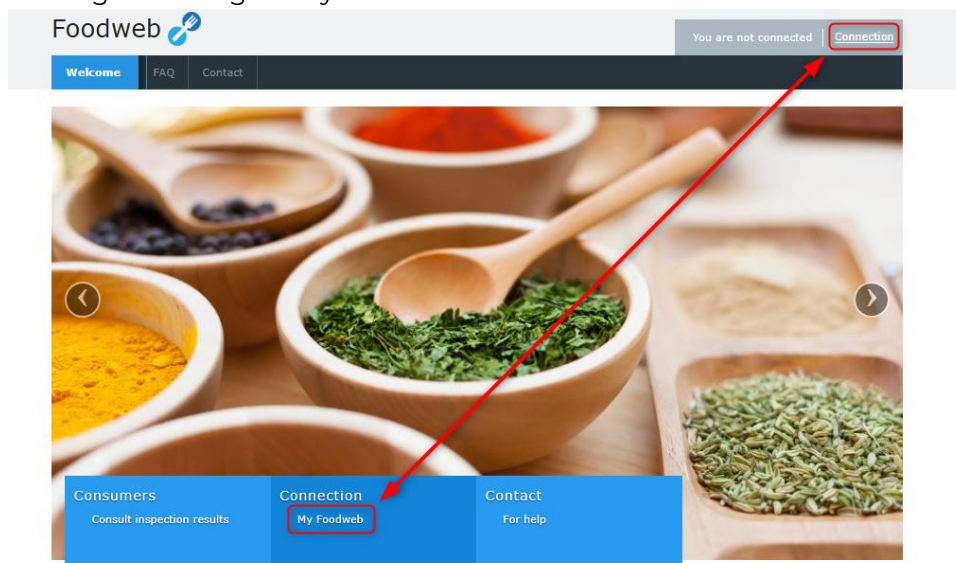
- Click on "Request temporary access codes".
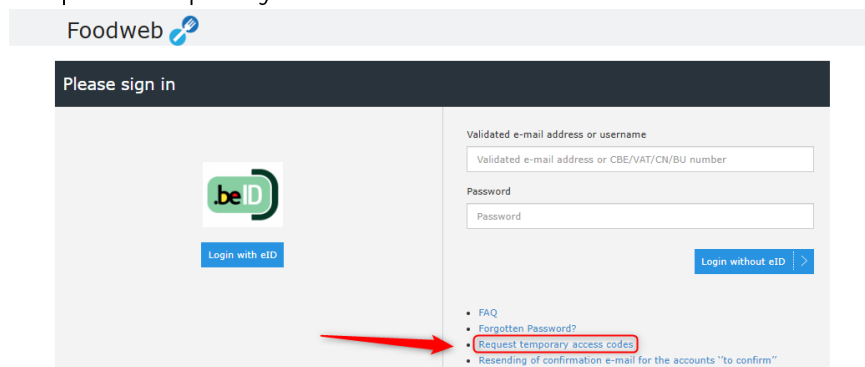
- Enter your company number.

1) Step 2 indicates that your temporary codes will be sent to the company's **head office address**. Then click "Next" if it is correct.

INCORRECT ADDRESS?

- If you have a VAT/CBE number, you must change it with the Crossroads Bank for Enterprises (CBE).
- If you do not have a VAT/CBE number, but are registered under a number created by the FASFC (e.g. 0004.XXX.XXX or 0005.XXX.XXX), you must report – online or via the Civil Affairs Office - the change of address to the municipality in which the new address is located.

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- Enter the following information:
  - o surname
  - o first name
  - o email address (preferably a generic email address for companies with several people authorised to log in to our portal)

    N.B: *The email address you enter here will be proposed as your "User name" when you create your profile (see Step 2 - Create a profile). However, you can change this email address at any time.*
- Confirm that you are not a robot.
- Click "Send".

- A confirmation message appears on the screen, giving the address of **your company's head office**, to which the letter containing the temporary access codes will be sent.

  N.B.: *This letter will be written in the company's reference language. Belgian language legislation is followed for Belgian operators. For foreign companies, correspondence is drafted in the company's language if known; if not known, correspondence will be drafted in the same language as that used when a profile was requested via the Foodweb portal.*
- Once you have received your temporary codes, you can create your secure access profile. **Please note:** *these codes can only be used to create your profile.*

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Here are a few points to bear in mind when requesting temporary access codes:

- The following error message appears:

  This operator is not known to the FASFC or has no activity in the food chain. There are no activities for this operator at the FASFC.

  a) If you are a **Belgian** operator whose CBE number is not (yet) known to the FASFC, it is more than likely that you have just registered with the CBE. In this case, please try again after two to three days, as the data has to be transferred from the CBE to our database.

  b) If you are a **foreign** operator, not yet known to the FASFC, please complete the request form to make yourself known to our services. This request form is available on our website.

  ➜ If this still does not work, you can call our Contact Center (contact details in point 3).

- The following error message will appear if the operator's address is not known to the FASFC (and therefore not to the CBE either):

  Unfortunately, we do not possess a validated address at this moment. Please contact the helpdesk to regularise your situation.

  ➜ You must then correct your company's address with the CBE.
     Please submit a new request after a few days.

- The following error message will appear when a profile has already been linked to the operator:

  An account already exists for this operator.

  o An operator can only be linked to one profile.
  o Please contact your organisation for more information.

- If you have made several requests for temporary access codes:

  o There can only be one **active** request per operator.

  o If you submit a new request before the first request is completed, your temporary codes from the previous request will be cancelled (e.g. you submit a new request because you can no longer find the letter containing your temporary codes from your first request).

  o Please follow the procedure described in Step 2: Create your profile, making sure you use the temporary codes from the last letter you received.

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Step 2: Create your profile

- Go to www.foodweb.be/portal.
- Click on "Login" or "Login - My Foodweb".
- Enter the username (company number [NE], or establishment unit number [NUE] or control point [PC]) and the password (temporary access codes).
- Click on "Login without eID"

- Enter an email address (preferably a generic email address for companies with several people authorised to log in to our portal)
- Enter your first and last name and, if applicable, your national or international register number, then click on "Save".
  The password must meet several requirements, including:
  - o be at least 8 characters long.
  - o contain at least one number ('0' to '9').

NOTE: Please do not insert spaces before or after your email address in the email address field.

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- A confirmation message will appear on the screen and an email will be sent to you.

Step 3: Activate your profile

- Open the confirmation email from "noreply@favv-afsca.be".
- Click on the link (in blue) in this email to confirm your profile. If the link does not work, you can also copy/paste it into your address bar (*for security reasons, the link you receive in the confirmation email is **only valid for 24 hours**).*
- You will receive confirmation that your profile has been activated.
- You can now log in by clicking on "Log in" using the username (**email address**) and password you have chosen.

Have you not received a confirmation email?

- Do you have access to the email address entered on our portal?
- Check that the confirmation email is not in your SPAM folder.

Have you received a message saying that activation has failed?

> *"This account could not be activated because the link is incorrect or expired".*

In this case, either the link's validity period has expired (24 hrs), or the activation link has already been used.

If the validity of the link has expired:
- o Go back to "Login" or "Login - My Foodweb" and click on the link "Resend confirmation email for your secure access profile".
- o Enter your email address and click on the "Send" button.
  You will then receive a new confirmation email which is valid for 24 hours.

If the activation link has already been used:
- o Click on "Login" or "Login - My Foodweb" and log in with your chosen "username (**email address**) and password".

IMPORTANT!

Once you have finished creating your profile, you will no longer be able to use the temporary codes to log in. So please keep a careful record of your chosen username (**email address**) and password.

Do you have a Foodweb profile and want to log in via ITSME/Eid?

If you are a "legal representative" or a "(main) access manager", you will automatically receive access as soon as your company is known to the FASFC. A "legal representative" is someone who holds a position within the company. You can consult the list of position holders in your company via the BCE's Public Search (https://kbopub.economie.fgov.be/kbopub/zoeknummerform.html?lang=en) under the heading "Functions".

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Manage your Foodweb profile based on your eID:

- Click on "Login with eID"

- Log in using an eID card reader or ITSME.

- Go to the "My profile" tab.
- Click on "Access management".

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- If you have access to several companies, click on the icon ▤ of the NE concerned to carry out other actions concerning access management for your colleagues or external partners (e.g. accountant).
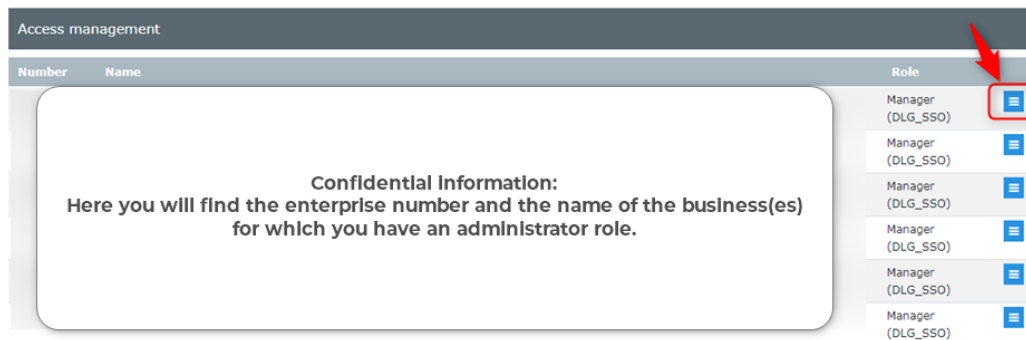
If you only want to work via ITSME/eID

- Click on "Security level".
  - If you no longer want to authorise login via the chosen username and password, you must change the preference to "YES" and click "Save".

Please note: Any existing access via username/password or company access code will be deleted. You can view them under:

- secure access profiles
- temporary access codes

If you want to give user access to one or more establishment units of a company number (NE)

- Click on "Access management via eID".
- <u>Add access</u> ➜ click on "Add access".
  - Select the establishment unit (NUE) or control point (PC) to which you want to grant access.
  - Fill in the surname, first name, national register number and email address of the person to whom you want to give access.
  - Click "Add".

- <u>Stop all accesses</u> ➜ click on "Stop all".

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- Stop certain accesses ➜ click on the cross next to the specific access.

Deletion of a profile, access or access request (e.g. accountant, employee)

A personal access profile (based on an email address and a password chosen by the user) can be deleted in two different ways:

- **Via eID:**
  - If you (or the legal representative) choose to only authorise access to Foodweb via eID:
    - Click on "Access management".

    - Click on "Security level".

    - You must change the preference to "YES" and click "Save".

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- If you want to delete an access:
  - Click on "Access management".
  - Click on "Access revocation".

> **Confidential information:**
> Here you will find the enterprise number and the name of the business(es)
> for which you have an administrator role.

  - Check the access(es) you want to delete.
  - Click "Revoke".

- **Via the FASFC**: Please send an email containing the necessary information to center.contact@favv-afsca.be:
  - if, as an accountant, you no longer manage the files of certain customers.
  - if you have changed accountant or you want to manage your data yourself on the www.foodweb.be portal. To this end, you will receive new temporary codes (or can request them via the Foodweb login page) with which you (or your new accountant) can create a new profile (see page 6).
  - if your company has several profiles (for example, one for the whole company and one or more for certain establishments) and wants to reduce this number or group them together under a single profile. See also the section on combining profiles 14.

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I am logged in via ITSME/eID, but I can't see my company

If you are logged in but cannot consult the data for your company or one of your companies, you must check that your company is known to the FASFC as being active in the food chain. You can check this on the public Foodweb site (FASFC - Foodweb).

- The company is not known to the FASFC: in this case, you should contact your Local Control Unit **(LCU)**.

- The company is known to the FASFC: in this case, you do **not** have sufficient rights for the company. In this event, you are **not** known as a "legal representative" of the company or as a "(main) access manager" for the company, and you have **not** received a mandate or delegation from any of these people. The "legal representative" or "(main) access manager" can grant you this access, if you want, either via the CSAM portal for the entire company, or via the www.foodweb.be portal for one or more of the company's establishment units.

Do you have a Foodweb profile and want to log in via login/password?

You can continue to use your login/password, unless a "legal representative" or "(main) access manager" has disabled this option for security reasons. In this case, you can only log in via ITSME/eID (see page 7).

First, check that the encoded data is correct. There may be confusion between the following characters:

- "o" (lower case O) and "0" (digit zero)
- "I" **(upper case i)** and "l" **(lower case L)**

Manage your Foodweb profile based on your login/password

You can change your profile data at any time. To do this, follow the steps below:

- Log in with your username (email address) and password.
- Click on "My profile" in the top menu.
- Data that can be changed:
    o your username (email address);
    o your password;
    o your international number.

Please note *that you cannot change the first name, surname and national number previously registered. Please contact the Contact Center at* *center.contact@favv-afsca.be.*
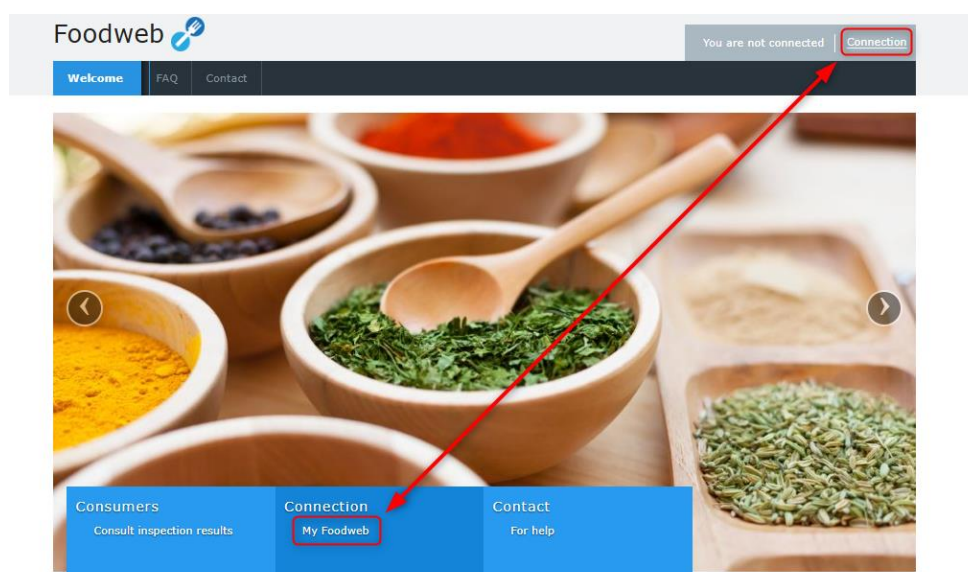
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- When you have entered and/or changed your data, click on "Save".
  You will receive a notification that your profile has been changed.
- You must log out to apply the changes. Your profile has now been changed.

Forgotten password

You can request a new password by following the steps below if you have forgotten your password or, for security reasons, if your profile has been blocked after five failed login attempts.

- Go to www.foodweb.be/portal.
- Click on "Login" or "Login - My Foodweb".

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- Click on "Forgotten password?".

- Enter your email address and click on "Send".

- You will then receive an email containing a confirmation link, which you must click on.
- On the www.foodweb.be portal, a screen opens in which you must enter your email address and your new password (and confirm the new password). Then click on "Reset".

- Your new password has been saved and you can now log in with it.

If you have several establishment units, you will receive a unique login and password for each one, so that you can complete each declaration individually after creating their secure access profile.
Please note! *This type of access does not allow you to consult all company data!*

You want to manage several companies using one profile (link profiles)

You already have a profile for company A and want to log in for another company B. You can link several operators to one profile, but you do not have to.

- Log in with the (temporary) username and password of company B.

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- Tick "YES" for the question "Do you want to link this operator number to an existing secure access profile?".
- Enter Company A's profile email address and password and click on "Save".

- A confirmation message appears on the screen, and an email informing you that this company has been added to your profile will be sent to you.

You can now also view details of this company in the www.foodweb.be portal via this profile.

3. Support on www.foodweb.be

- If you have any questions about **BeCert**, you will find all the information and contact details you need on our website. The Financing department is not competent in this area.

- If you would like help **consulting, registering or amending your administrative data and/or activities** via the www.foodweb.be portal, please contact your Local Control Unit (**LCU**).

- If you need help **logging on to the www.foodweb.be portal, submitting your annual declaration for contributions to the FASFC or consulting your invoices**, please contact the Financing department contact center:
    - Opening hours: 8.30am - 12.30pm Monday to Friday
    - Telephone: +32 (0)2 211 99 00
    - Email: center.contact@favv-afsca.be